

# Corrections Management (Incident Reporting and Notifications) Operating Procedure 2026

Notifiable instrument NI2026–184

made under the

Corrections Management Act 2007, s14 (Corrections policies and operating procedures)

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## 1 Name of instrument

This instrument is the *Corrections Management (Incident Reporting and Notifications) Operating Procedure 2026*.

## 2 Commencement

This instrument commences on the day after notification.

## 3 Operating Procedure

I make this operating procedure to facilitate the effective and efficient management of correctional services.

## 4 Revocation

This instrument revokes the *Corrections Management (Incident Reporting, Notifications and Debriefs) Operating Procedure 2020* [NI 2020-643].

Leanne Close <sup>APM</sup>  
Commissioner  
ACT Corrective Services

13 April 2026



<b>OPERATING PROCEDURE</b>	<b>Incident Reporting and Notifications</b>
<b>OPERATING PROCEDURE NO.</b>	<b>26.1</b>
<b>SCOPE</b>	<b>Custodial Operations and Offender Reintegration</b>

## PURPOSE

To provide instructions to staff to ensure accurate, timely and detailed incident reporting and notifications, and enable effective monitoring and management of incidents.

This operating procedure must be read in conjunction with the *Incident Reporting and Notification Policy*.

## PROCEDURES

### 1. Minimum incident reporting requirements

- 1.1. An incident report is required for all incidents that may:
  - a. jeopardise the safety or health of staff, detainees, contractors or visitors
  - b. jeopardise the good order or security of the correctional centre
  - c. adversely affect the normal routine operation of custodial operations
  - d. result in a detainee's loss of privilege or disciplinary charges.
- 1.2. All staff and support areas involved in, or who witnessed the incident, must independently complete an *Incident Report* in the offender management system.
- 1.3. Incident reports must be completed as soon as practicable once the incident is concluded, other than exceptional circumstances (such as where a staff member is required to leave the premises urgently), prior to the end of the duty period.
- 1.4. The *Incident Report* must be completed in full, and use the 5WH approach:
  - a. when – the date and time of the incident
  - b. where – the location of the incident
  - c. who – who was involved and who was present, including the author's name, role and involvement in the incident. This should include all known witnesses.
  - d. what – what occurred, in sequence
  - e. why – if known, the trigger for the event
  - f. how – how was the incident resolved or controlled.
- 1.5. *Incident Reports* must:
  - a. be in plain English and give a clear, concise and factual explanation of what has occurred
  - b. avoid jargon and abbreviations to enable reports to be easily understood by all relevant parties

- c. give a factual, objective, and professional account of what occurred.
- 1.6. Minimum incident reporting requirements must be followed as Incident Reports may be used in legal proceeding or external investigations. This can include court cases, coronial inquests, critical incident reports by the Inspector, or released in response to Freedom of Information (FOI) requests.
- 1.7. All Incident Reports must be reviewed by the Officer in Charge (OIC) by close of business on the same day. The OIC must ensure all Incident Reports are compliant with the minimum incident reporting requirements.
- 1.8. If the OIC determines an Incident Report has not been prepared in accordance with the minimum incident reporting requirements, they must advise the author of the report and direct them to make amendments as soon as possible.
- 1.9. The OIC (or another appropriate manager) must always complete an Incident Summary Report.
- 1.10. When finalised, the Incident Summary Report and associated Incident Reports will automatically be sent to the Area Manager for final review and completion of Incident Summary Report.
- 1.11. Detailed instructions on how to complete an Incident Report can be found under CORIS Training on SharePoint.
- 1.12. For all notifiable incidents, staff must additionally refer to section 3.

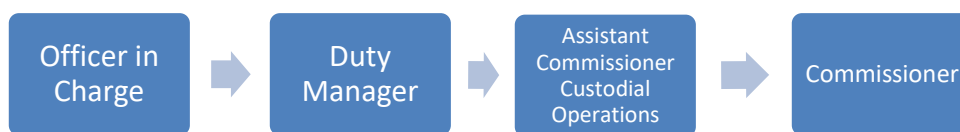
## **2. Work Health and Safety (WHS) reporting**

- 2.1. All WHS incidents that have caused an injury or illness to ACT Corrective Services (ACTCS) employees, contractors, or volunteers must be reported in the Safety Portal system. Information on how to report an incident in the Safety Portal can be found in the JACS Report and Incident Guideline.
- 2.2. ACTCS staff who witness a WHS incident must report it. This includes WHS incidents involving visitors, volunteers, contractors and detainees.
- 2.3. JACS follows the whole of government WHS reporting requirements, as outlined on the [ACT Public Sector Work Health and Safety Site](#). This includes:
  - a. reporting all incidents in the system as soon as safe to do so, no later than within 2 days of the incident
  - b. all workers, including volunteers and contractors report WHS incidents into Safety Portal
  - c. members of the public can report WHS incidents in the Safety Portal.
- 2.4. If a worker is unable to submit an incident report due to illness, injury or being otherwise unable, the worker's manager should submit one on their behalf.
- 2.5. Please refer to the JACS Accident and Incident Reporting Standard Operating Procedure for further guidance on reporting WHS incidents.

### 3. Notifiable incidents

- 3.1. The OIC will assess the situation to determine if the incident should be classified as notifiable, in accordance with *Incident Reporting and Notifications Policy Appendix A – Incident Categories and Definitions*.
- 3.2. Where an incident is a notifiable incident in accordance with *Incident Reporting and Notifications Policy Appendix A – Incident Categories and Definitions*, the OIC must immediately initiate the below verbal and written notification processes.
- 3.3. If the notifiable incident is a death in custody, staff must additionally refer to the *Death in Custody and Community Operating Procedure* for guidance on specific and additional required notifications.

#### Verbal notifications



- 3.4. The OIC must notify the Duty Manager of the incident immediately.
- 3.5. The Duty Manager must notify the Assistant Commissioner Custodial Operations (ACCO) of the incident immediately.
- 3.6. The ACCO must notify the Commissioner of the incident immediately.
- 3.7. Where contact cannot be made immediately on the first attempt, the notification must be escalated to the next level without delay.
- 3.8. All attempted notifications and actual notifications must be recorded in the *Incident Summary Report*.

#### Written notifications

- 3.9. The OIC must email a brief factual outline of the notifiable incident to [#ACTCSincident@act.gov.au](mailto:#ACTCSincident@act.gov.au) within 60 minutes of the conclusion of the notifiable incident, or in the event of an ongoing situation, as soon as practicable.
- 3.10. The email must be marked as urgent with the words 'Early Incident Notification' in the subject line.

**Note: If the notifiable incident involves the death of a detainee, the email must not contain any identifying information about the detainee.**

- 3.11. All staff and support areas involved in, or who witnessed the incident, must complete an *Incident Report* in the offender management system in accordance with section 1, within 60 minutes of the conclusion of the incident, or as soon as possible in the event of an ongoing incident.

### 4. ACT Policing notifications

- 4.1. ACT Policing must be immediately notified of any serious incident, including but not limited to:
  - a. a death in custody

- b. any incident involving injury to a detainee, whether self-inflicted or caused by another person that, under the circumstances, may lead to the death of a detainee
  - c. all assaults against a detainee, staff member or person in a correctional centre, including all sexual assaults and alleged assaults
  - d. any bomb threat
  - e. active concerted indiscipline or detainee disturbances.
- 4.2. In the event ACT Policing attendance is required, the OIC must ensure ACT Policing have been notified to attend.
- 4.3. The ACCO will arrange for the senior responding police officer to receive a briefing immediately on arrival at the correctional centre.
- 4.4. The ACCO will ensure that the scene of any incident notified to ACT Policing is preserved in accordance with Crime Scene Management Operating Procedure and the Evidence Management Operating Procedure.
- 4.5. The ACCO can exercise discretion to refer minor incidents to ACT Policing where necessary and in accordance with local risk assessment procedures.
- 4.6. ACTCS will report to ACT Policing any incident where a suspected illicit substance is located on ACTCS premises.
- 4.7. For all incidents managed under the ACTCS Emergency Management Framework, the Incident Controller (IC) is responsible for notifying ACT Policing in accordance with section 4.
- 4.8. Provision of information to Police following an incident is managed by the Litigation Unit and all requests for information related to an incident must be directed to the Litigation Unit.
- 4.9. The OIC must notify the Intelligence Unit that ACT Policing attendance was required, by email to [ACTCS-Intelligence@act.gov.au](mailto:ACTCS-Intelligence@act.gov.au) with the Police Job Number or PROMIS Reference Number.
- 4.10. The Senior Director Intelligence Unit, will maintain a register of all referrals to ACT Policing, including the outcomes.

## **5. Inspector of Custodial Services notification**

- 5.1. The OIC must initiate notifications via the chain of command for any incident deemed a critical incident, as per the Incident Reporting and Notification Policy and the Custodial Inspector Act 2017.
- 5.2. A critical incident includes any of the following occurring in a correctional centre, or in the provision of correctional services:
- a. the death of a person
  - b. a person's life being endangered
  - c. an escape from custody
  - d. a person being taken hostage
  - e. a riot that results in significant disruption to a centre or service
  - f. a fire that results in significant property damage
  - g. an assault or use of force that results in a person being admitted to a hospital

- h. any other incident identified as a critical incident by a relevant Minister or relevant director-general.
- 5.3. The Commissioner must report a critical incident to the Inspector of Custodial Services as soon as practicable in accordance with section 17 of the *Custodial Inspector Act 2017*.

## **6. WorkSafe ACT notification**

- 6.1. In accordance with the JACS *Notifiable Incident Standard Operating Procedure*, the regulator must be notified of any work health and safety (WHS) notifiable incidents under the *Work Health Safety Act 2011*.
- 6.2. As defined in section 35 of the *Work Health and Safety Act 2011* a WHS notifiable incident means:
  - a. the death of a person
  - b. a serious injury or illness of a person
  - c. a dangerous incident
  - d. a sexual assault incident.
- 6.3. All WHS notifiable incidents must be reported immediately by the OIC to WorkSafe ACT by phoning:
  - a. business hours: 6207 3000 or 13 22 81
  - b. after hours: 0419 120 028
- 6.4. Refer to [WorkSafe ACT's](#) webpage for the comprehensive detail of what the above incident types can incorporate.
- 6.5. If a detainee was involved in a dangerous incident, or was harmed while performing AMC employment duties, the OIC must initiate notifications via the chain of command to ensure WorkSafe ACT is notified.

## **7. Detainee next of kin notification for injury or illness**

- 7.1. The OIC is responsible for ensuring the detainee's next of kin is notified as soon as practicable:
  - a. where the detainee has experienced a serious injury or illness and been admitted to a health facility
  - b. according to a direction of the Duty Manager or above based on their assessment of the severity of the injury or illness.
- 7.2. A detainee may decline consent for next of kin to be contacted. If the detainee will not consent, contact will not be made to next of kin.
- 7.3. All attempted and completed notifications to a detainee's next of kin must be recorded in the *Incident Summary Report* and include the name of the attempting officer and time.
- 7.4. When the detainee identifies as Aboriginal or Torres Strait Islander, notification to the next of kin should be made by an Aboriginal Liaison Officer (ALO) if this will not delay the notification

unreasonably. The OIC will confirm whether an ALO is on duty prior to notification and where available, direct the ALO to make the notification.

- 7.5. The OIC and/or ALO must record details of the notification on the detainee's electronic record system and on the *Incident Summary Report*.
- 7.6. Where any of the following detainees do not have a nominated next of kin, or where the next of kin cannot be contacted, the OIC must make the relevant notifications:
  - a. for foreign nationals, the relevant embassy or consulate
  - b. for detainees under the care of the Public Advocate, the Public Advocate.

## RELATED DOCUMENTS

- Accident and Incident Reporting Standard Operating Procedure
- ACTCS Emergency Management Framework
- CORIS Operational Process - Incidents and Complaints User Guide
- Crime Scene Management Operating Procedure
- Death in Custody and Community Operating Procedure
- Debriefs Guidance
- Emergency Management Policy
- Evidence Management Operating Procedure
- Incident Report
- Incident Reporting and Notifications Policy
- Incident Reporting and Notifications Policy\_Appendix A – Incident Categories and Definitions
- Incident Summary Report
- Notifiable Incident Standard Operating Procedure
- Report an Incident Guideline

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8 April 2026

## Document details

Criteria	Details
Document title:	<i>Corrections Management (Incident Reporting and Notifications) Operating Procedure 2026</i>
Document owner/approver:	Assistant Commissioner Custodial Operations, ACT Corrective Services

Criteria	Details
Date effective:	The day after the notification date
Review date:	5 years after the notification date
Responsible Officer:	Senior Director Operations
Compliance:	This operating procedure reflects the requirements of the <i>Corrections Management (Policy Framework) Policy 2024</i>

Version Control			
Version no.	Date	Description	Author
V5	March-26	Minor update	S Gray
V4	April-19	Update	L Kazak
V3	January-19	Update	L Kazak
V2	August-18	Update	A Campbell
V1	June-18	First Issued	A Campbell